



Holiday Club Policies and Procedures

1. Behaviour Policy

Purpose: To create a safe, positive, and inclusive environment where all children feel valued and can thrive. Our approach to behaviour management reflects The Bird's Nest Consultancy's core beliefs: behaviour is a form of communication, and there is no such thing as a 'naughty' child.

Our Beliefs:

1. **Understanding Needs:** We believe challenging behaviour often stems from unmet needs, frustration, or difficulty in communication.
2. **Positive Reinforcement:** Celebrating achievements and good behaviour helps children build self-esteem and resilience.
3. **Clear Boundaries:** Boundaries help children feel secure and understand expectations, fostering mutual respect.

Strategies for Behaviour Management:

1. **Proactive Approach:**
 - Set clear, age-appropriate rules collaboratively with the children at the start of the club.
 - Use visual aids and reminders to reinforce expectations.
2. **Positive Reinforcement:**
 - Praise and reward good behaviour through verbal encouragement, stickers, or certificates.
3. **Conflict Resolution:**
 - Listen to all parties involved in disputes, acknowledging feelings and guiding children toward problem-solving.
 - Use restorative conversations to rebuild relationships.
4. **Calm Spaces:**
 - Provide a designated quiet area for children to self-regulate and calm down if needed.
5. **Escalation:**
 - If challenging behaviour persists, discuss strategies with parents/guardians to provide consistency between home and the club.



Unacceptable Behaviour:

- Behaviour that endangers others, such as physical aggression or bullying, is addressed immediately, calmly, and constructively. A child's safety and well-being remain the priority.
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2. Communication Plan

Purpose: To ensure effective communication between the holiday club team, parents/guardians, and children.

Daily Communication:

- **Drop-Off and Pick-Up:** Staff will greet parents/guardians, providing an opportunity for brief updates about the child's needs or concerns.
- **Daily Highlights:** A summary of activities and updates will be shared at the end of each session via email or a noticeboard.

Ongoing Communication:

- **Parent Queries:** A dedicated email address and phone line will be available for queries during club hours.
- **Incident Reporting:** Parents will be informed of any incidents or injuries as soon as possible, with a written report provided for significant occurrences.

Feedback and Collaboration:

- **Parent Feedback:** Feedback forms will be distributed at the end of the club to gather input for improvement.
 - **Children's Voice:** Children will be encouraged to share their thoughts on activities through daily check-ins or suggestion boxes.
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These policies and plans are designed to reflect The Bird's Nest Consultancy's values and ensure the holiday club runs smoothly, safely, and inclusively for all participants.